

# **Implementation**

## **Manual**

### **Continuity of Operations Plan Seven Hills Community Services, Inc.**

1. Alert level Checklists
2. Disaster Supplies (shopping list)
3. Disinfecting Checklist
4. Evacuation and Sheltering
5. Post Disaster Recovery
6. Emergency Food (shopping list)
7. Laundry Procedure
8. Emergency Alert System (radio)

**August 14, 2006**

**Seven Hills Foundation & Affiliates  
LEVEL 1 ALERT CHECKLIST**

**LEVEL I ALERT:        Confirmed cases within North America**

**Objective:                Readiness Assessed & Assured**

<b>Tasks and Actions</b>	<b>Assigned</b>
1.     Ensure adequate cash on hand for programmatic needs and for personal need of participants- or immediately make necessary arrangements.	
2.     Ensure adequate Personal protective equipment is on hand or immediately make necessary arrangements to secure.	
3.     Ensure that a 30 day supply of all medications is available or immediately make necessary arrangements to secure.	
4.     Supplies of nutrition for those requiring tube feedings, thicket or supplements (Ensure) are on hand for at least a 30 day interval.	
5.     Non-electric Food mills, ricers or hand grinders are in place at all locations where individuals require a textured diet.	
6.     Durable goods are in adequate supply (e.g., nursing supplies, continent supplies, First aid supplies, Extra batteries for radio/phone/flashlights, flashlights, battery operated radio, hard wired telephone, paper goods including toilet paper, paper towels, facial tissues, paper cups and plates & napkins.	
7.     Cleaning supplies to include anti bacterial soap, bleach, dishwashing liquid for hand-washing dishes, bathroom cleaning supplies, aerosol disinfectant spray or disinfecting wipes.	
8.     Fuel Supplies (site and vehicles), agency vehicles have a full tank of gas, heating oil tanks are at least 3/4 full, fuel to run generators is available and stored safely.	
9.     Food including canned goods and bottled water in the event that food (and or electricity) is not available for a period of time. Establish a stockpile of canned goods to be available at 24 hour locations-should include meats, soups, vegetables, fruits. Bottled water, powdered milk/drink mixes.	
10.    Personal hygiene supplies are available, there should be stock as well as personal supplies to include feminine hygiene products, deodorant, powder, soap, shampoo, conditioner, disposable razors, lotion, toothbrushes, tooth paste, & mouthwash.	
11.    Communication efforts around plan implementation begin. Web site instructions and communication of expectations Seven Hills Web Site <a href="http://www.sevenhillsstaff.org">www.sevenhillsstaff.org</a> utilized to keep staff up to date on latest information. Assigned to Advancement Office and IT Department.	

Tasks and Actions	Assigned
<p>12. Employee Education: reinforce with staff the following information to enhance their own preparedness:</p> <ul style="list-style-type: none"> <li>-Gas in staff cars/home fuel and durable supplies.</li> <li>-Staff have overnight bag available –staff may have to stay at work longer than scheduled, but may also require a change of clothes due to unsanitary conditions that may arise.</li> <li>-Infection Control Practices that promote good personal hygiene practices (e.g., proper hand washing, antibacterial soap, paper towels)</li> <li>-Knowledge &amp; training on cough etiquette and respiratory hygiene</li> <li>-Strict environmental cleaning schedules/procedures reviewed.</li> <li>-Encourage staff to have available vaccinations/anti virals.</li> <li>-Education regarding healthy lifestyle (e.g., proper diet, sleep, hygiene, supplements).</li> </ul>	
<p>13. Update and disseminate staff contact information database. (Assigned to Director of Compliance &amp; QA).</p>	
<p>14. Finalize and disseminate written cross training information for staff covering shifts in residential/24 hour supports. (Assigned to Operational Affiliate VP's).</p>	
<p>15. SHCS and SHFS staffs have met and have complete written cross training information for persons formerly supported by ICS. (Assigned to Operational Affiliate VP SHCS and SHFS with SHBH AVP).</p>	
<p>16. SHCS and SHFS staffs have an established means by which to collect progress/contact information on former ICS participants that also meets the needs of the Business office for billing purposes. (Assigned to Operational Affiliate VP SHCS and SHFS with Business office).</p>	
<p>17. SHCS has participated in DMR regional meetings relative to the deployment of staff from other agencies to 24 hour homes. (Assigned to SHCS AVP's (south and north) and Dir. of Compliance &amp; QA).</p>	
<p>18. SHCS AVP's in conjunction with Clinical Director have prioritized homes in each region where it is preferable that only Seven Hills staff are deployed and those homes where non-Seven Hills staff could be utilized effectively, if necessary. (Assigned to SHCS AVP's (south and north) with Clinical Director).</p>	
<p>19. Business office and HR is informed of arrangements through DMR for the deployment of non Seven Hills staff to homes within SHCS. (Assigned to SHCS AVP's in SE and NE).</p>	
<p>20. Business office lead confirms billing/payroll requirements/documentation that will be required should non Seven Hills staff be deployed with our agency.</p>	

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Tasks and Actions	Assigned
21. Red Cross Emergency Management Director, Central Mass Chapter, reviews the agency's CoOP and visits Hope Ave Location to make recommendations and provide guidance. (Assigned to Director of Compliance & QA).	
22. Recommendations from the Red Cross are implemented. (Assigned to Director of Compliance & QA).	
23. Fallon Occupational Health Services are accessed to ensure the agency's CoOp sufficiently addresses occupation exposure of our staff during a pandemic. (Assigned to Director of Compliance & QA).	
24. Fallon's recommendations or suggestions are implemented. (Assigned to Director of Compliance & QA).	
25. EOHHS CoOP reviewers are presented with the agency's CoOP. (Assigned to Director of Compliance & QA)	
26. EOHHS reviewer's suggestions are implemented. Assigned to Director of Compliance & QA	
27. IT and Business office systems are tested and adjusted as needed. (Assigned to IT and Business Office leads).	
28. SHFS day program staff not already deployed to SHFS respite locations/assignments are assigned within Central Mass to SHCS's residential array. (Assigned to SHFS & SHCS VP's).	
29. Staff to be re-deployed from SHFS will receive their assignments and written documentation for cross training purposes. (Assigned to VP SHCS and SHFS).	
30. SHFS day program nursing staff (not re-deployed within SHFS) will report to SHCS Health Care Director for assignment within SHCS or to SHCA, as needed. (Assigned to AVP SHFS).	
31. Re-deployment assignments will be noted in the staff contact database. (Assigned to Director of Compliance & QA).	
32. If a sustained loss of electricity is experienced, frozen foods and refrigerated perishable foods may be transported to Hope Ave or Devens (or another site with a generator) so these foods can be put under refrigeration or prepared for consumption.	
33. PROHIBIT REFILLING OF WATER BOTTLES FROM WATER COOLER	

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**LEVEL 2 ALERT CHECKLIST**

**LEVEL 2 ALERT:**                      **Preliminary activation of surveillance and quarantine protocols**

Objective:                      Partial Implementation of CoOP

Tasks and Actions	
1. Level 1 readiness status is maintained.	
2. Delegated authority may be in place for one or more affiliate operations.	
3. VP's report delegation to Incident Commander.	
4. All Tasks from the Level I checklist are finalized/completed.	
5. Surveillance protocols implemented to determine status of people supported and establish up to date information on the status of staff .	
6. Report sick individuals and sick staff to affiliate VP and HR.	
7. Data base of confirmed well staff (staff who have had the flu) is updated and posted to VP's / designees.	
8. Staff database is updated and re-disseminated. (Assigned to Director of Compliance and QA).	
9. Quarantine has begun – clustering of those infected (supported residentially) to limit further exposure.	
10. Respite facilities to make determination as to whether or not to remain open for traditional short term respite. Recommendation reported to Incident Commander for final decision.	
11. Respite facilities are providing short term care to participants from shared living whose caretakers are incapacitated by the flu.	
12. Decisions are being made re: Closure or downsizing of Day support locations/schools.	
13. Decisions are being made re: Closure or downsizing of non-essential service locations or types (e.g., clinics, outreach)	
14. Implement referral and on call processes including prescription refills for clinic patients in anticipation of a pandemic.	
15. Red Cross is notified that cots are needed for the Hope Ave Location. Cots are purchased from suppliers to offset Red Cross shortfalls. (Assigned to Director of Compliance and QA).	

Tasks and Actions	Assigned
16. Specialized beds (e.g., hospital style, railed beds, slanted) are transported by the facilities team to Hope Ave location to accommodate people who require such.	
17. Staff required to confirm with direct supervisor 2 hours prior to shift their intention to complete the scheduled shift..	
18. Re-allocate staff as necessary to ensure coverage	
19. Coverage protocols implemented. If unsuccessful, report open shift to Human Resources.	
20. Reutilization of selected residential sites. -re-confirm with families/guardians which individuals could be supported at the homes of their families. -Identify evacuated homes to re-open as “sick homes”. -Allow double room occupancy where space permits.	
21. Identify and prepare large areas where care can be provided to large numbers of people (i.e. Hope Ave).	
22. Effectively utilize self-contained areas (e.g., Day Hab, Adult Day Health, PEP) to support SHCA participants and establish “sick”/infirmary area within those spaces.	
23. Communication to non-SHCS staff regarding role and expectation (staff from other agencies who are deployed in the north and south regions to 24 hour homes). Includes provision of written documentation developed as a cross training mechanism for staff (best practices, must know information about people, emergency procedures, chain of command and site). (Assigned to Site Supervisors/clinicians).	
24. Decision to keep individuals supported home from day-programs/schools that may be open in order to reduce exposure.	
25. SHFS day program staff re-deployed.	
26. DMR Regionally networked staff deployed to SHCS in the southeast and northeast regions.	
27. Personal Protective Equipment supplies are inventoried and reordered as needed for deployment from the Hope Ave location to Regional sites. (Assigned to Dir of Health care Services)	
28. Director of Health Care Services (SHCS) has an inventory of PPE and restocks as needed.	
29. Director of Health Care Services (SHCS) has established criteria for assigning Teams (of MAP certified staff) to pre-package medication.	
30. Director of Health Care Services (SHCS) has established a secure area at Hope Ave to safe store medications for all individuals in temporary housing at this site	

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Tasks and Actions	Assigned
31. If a sustained loss of electricity is experienced, frozen foods and refrigerated perishable foods may be transported to Hope Ave or Devens (or another site with a generator) so these foods can be put under refrigeration or prepared for consumption.	
32. Meals are served to participants using paper goods and disposable cutlery	
33. Meals are served by staff, family style serving is discontinued	
34. Disinfecting checklist is being used at least twice daily	
35. Laundry checklist is being consistently used	
36. PROHIBIT REFILLING OF WATER BOTTLES FROM WATER COOLER	

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**LEVEL 3 ALERT CHECKLIST**

**LEVEL 3 ALERT: Full implementation of COOP**

**Objective: Provision of quality essential services, agency wide**

<b>Tasks and Actions</b>	<b>Assigned</b>
1. Delegated authority may be in place for one or more affiliate operations. VP's report delegation to Incident Commander.	
2. All tasks listed for Level 1 and level 2 alerts have been completed.	
3. Reduction in supports provided to include only minimal (essential) supports in essential program types.	
4. Operational VP's or designees are making daily reports to the incidents commander	
5. Incident Commander is communicating status reports from operational affiliates to Director of Health Care services.	
6. Director of Health Services is deploying Nursing staff from SHCS and SHFS to appropriate assignments based on health assessment/status needs.	
7. Congregate support settings are open and fully operational.	
8. Staff are receiving supports for stress related or other assistance needs.	
9. Staff identified as "sick" are returning to work, names of staff are reported to HR & Director of Compliance and QA by VP's/designees.	
10. Staff database is updated and re-disseminated by Director of Compliance and QA	
11. MAP requirements for MCSR sites are changed to allow prepackaging of medications by nursing or designated Teams of MAP certified staff.	
12. DMR is informed that prepackaged medications are being dispensed at certain locations, if regulations have not been previously waived.	
13. High priority clients from SHBH are receiving critical services and supports (directly or through on call system).	
14. Opioid clients from SHBH are receiving approved amounts of "take-homes" for this emergency.	
15. On call services are being provided to SHBH clients including information and referral, emergency referral, and prescription refills.	



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Tasks and Actions	Assigned
16. On-call support to a patient is logged by intake counselor to include; name, date, time, presenting problem, suggested solution/referral or action. This information is to be entered into electronic clinical/billing software, as available.	
17. Reauthorization of prescriptions is logged and entered into electronic clinical record, as available.	
18. Business office is prioritizing payables and receivables for action. Payroll remains uninterrupted.	
19. If a sustained loss of electricity is experienced, frozen foods and refrigerated perishable foods may be transported to Hope Ave or Devens (or another site with a generator) so these foods can be put under refrigeration or prepared for consumption.	
20. Meals are served to participants using paper goods and disposable cutlery	
21. Meals are served by staff, family style serving is discontinued	
22. Disinfecting checklist is being used at least twice daily	
23. Laundry checklist is being consistently used	
24 PROHIBIT REFILLING OF WATER BOTTLES FROM WATER COOLER	

## **Disaster Supply Kit**

### **Why talk about a Disaster Supplies Kit?**

After a disaster, local officials and relief workers will be on the scene, but they cannot reach everyone immediately. You could get help in hours, or it may take days. Basic services, such as electricity, gas, water, sewage treatment, and telephones, may be cut off for days or even weeks. You may have to evacuate at a moment's notice and take essentials with you. You probably will not have the opportunity to shop or search for the supplies you will need. A Disaster Supplies Kit can help you (and the people you support) stay safe and be more comfortable during a disaster.

### **What is a Disaster Supplies Kit?**

A Disaster Supplies Kit is a collection of basic items that members of a household would probably need in the event of a disaster. The items are stored in a portable container(s) near, or as close as possible to, the exit door. Every household should assemble a Disaster Supplies Kit and keep it up to date. The number of people in a household and their ages and abilities will determine how many containers will be required to carry the kit items.

### **What to Tell Children**

Parents and caregivers should:

- Involve children in disaster preparedness at home so they are aware of the need to prepare and know what is being done. As they are able, have children help plan and assemble kits and put them where they will be ready if needed. Involving children is the first step in helping them know what to do in an emergency.
- Ask children to help the household remember to keep the kits updated by rotating the emergency food and water or replacing it every six months, and by replacing batteries as necessary. Children could make calendars and mark the dates for checking emergency supplies.
- Ask children to think of items that they would like to include in a Disaster Supplies Kit, such as books or games or nonperishable food items.

### **Assemble and maintain a Disaster Supplies Kit.**

#### **Keep emergency supplies in every vehicle.**

You should assemble and maintain a portable Disaster Supplies Kit that you can use at home or can take with you if you must evacuate. In addition, if you have a vehicle, you should always keep it stocked with basic emergency supplies.

In a disaster situation, you may need access to your Disaster Supplies Kit quickly—whether you are sheltering at home or evacuating. Store the items in your kit in sturdy, clearly labeled, easy-to-carry containers near the door, if possible. Duffle bags, backpacks, and covered trash receptacles are good candidates for containers. In addition to a minimum of a three-day supply of food and water in your Disaster Supplies Kit, you should maintain a two to three-week supply of food and water in your home. Following a disaster, having the right supplies can help your household endure home confinement or evacuation.

**Assemble the following items** for use at home or in case you must evacuate. Pack them in easy-to-carry containers and label the containers clearly.

- Portable, battery-powered radio or television and extra, fresh batteries.
- Cell phone
- Flashlight and extra, fresh batteries.
- First aid kit.

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- Cash and coins.
- Copies of personal identification, such as driver's licenses, passports, and work identification badges, and copies of medical prescriptions and credit cards.
- Confidential Records for Participants (e.g., Emergency Fact Sheets, Medication and Treatment Charts, consent forms)
- An extra set of car/van keys and house keys.
- Matches in a waterproof container.
- Map of the area marked with places you could go and their telephone numbers.
- Special items, such as denture needs, contact lenses and supplies, extra eyeglasses, and hearing aid batteries.
- Items for seniors, disabled persons, or anyone with serious allergies (medical devices/supplies).
- Food—at least a three-day supply in the kit and at least an additional four-day supply readily accessible for use if you are confined to home. Maintain a two to three week supply of food and water in your home.
- Medications—Prescription and non-prescription that are regularly used (a 30 day supply for everyone and PRN stock medications)
- Water—at least three gallons per person in the kit and an additional four gallons per person readily accessible for use if you are confined to home.
- Kitchen accessories: manual can opener; mess kits or disposable cups, plates, and utensils; utility knife; sugar and salt; aluminum foil and plastic wrap; re-sealable plastic bags.
- Household liquid bleach.
- For each person, at least two complete changes of clothing and footwear, including sturdy work shoes or boots, raingear, and other items adjusted for the season, such as hat and gloves, thermal underwear, sunglasses, dust mask.
- Blankets or sleeping bag for each person.
- Small shovel.
- Paper, pencil; needles, thread; small A-B-C-type fire extinguisher medicine dropper; whistle/air horn; emergency preparedness manual-Red Cross manual.
- Sanitation and hygiene items: toilet paper, towelettes, soap, hand sanitizer, liquid detergent, feminine supplies, shampoo, deodorant, toothpaste, toothbrushes, comb and brush, lip balm, sunscreen, plastic garbage bags (heavy-duty) and ties (for personal sanitation uses), medium-sized plastic bucket with tight lid, disinfectant, household chlorine bleach.
- Entertainment, such as games and books. Favorite comfort items, games, etc.
- Roll of duct tape (10 millimeters thick) and scissors.
- Plastic sheeting pre-cut to fit shelter-in-place room openings.

**NOTE:** In the unlikely event that a certain type of chemical hazard causes officials to advise people in a specific area to **shelter-in-place in a sealed room**, households should have in the room they have selected for this purpose:

- Plastic sheeting pre-cut to fit room openings
- Duct tape and scissors. Ten square feet of floor space per person will provide sufficient air to prevent carbon dioxide buildup for up to five hours. Local officials are unlikely to recommend the public shelter in a sealed room for more than 2-3 hours because the effectiveness of such sheltering diminishes with time as the contaminated outside air gradually seeps into the shelter.

**NOTE:** Always keep a shut-off valve wrench near the gas and water shut-off valves in your home.

### **DISASTER SUPPLY KIT**

- ⌚ Canned goods and nonperishable foods that do not need cooking:
  - Canned meats and fish
  - Canned fruits and vegetables
  - Canned soups and puddings
  - Canned fruit juices
  - Dried fruit and nuts
  - Bread, cookies and crackers
  - Peanut butter and jelly
  - Coffee and tea
  - Bottled water
- ⌚ Manual can opener
- ⌚ Bottled water (1 gallon per person/per day)
- ⌚ Prescription medication (2 week supply)
- ⌚ Pet food/supplies
- ⌚ Water purification tablets (halazone)
- ⌚ Disposable plates, cups, and utensils
- ⌚ Infant care items:
  - Disposable diapers
  - Baby wipes
  - Baby food
  - Formula
- ⌚ First aid supplies
- ⌚ Masking and duct tape
- ⌚ Flashlight or lantern, with extra batteries
- ⌚ Battery operated radio, with extra batteries
- ⌚ Watch or battery operated clock
- ⌚ Ice chest
- ⌚ Matches
- ⌚ Canned heat (sterno)
- ⌚ Portable outdoor camping stove or grill with fuel supply
- ⌚ Plastic trash bags
- ⌚ Plastic sheeting or drop cloth
- ⌚ Chlorinated bleach
- ⌚ Personal hygiene items
- ⌚ Other useful items:
  - Work gloves
  - Sun lotion
  - Insect repellent
  - Hammer
  - Screwdriver
  - Pliers
  - Wrenches
  - Handsaw
  - Razor knife
  - Ax or chainsaw
  - Rope caulking
  - Nails and screws
  - Rope and wire
  - Broom, mop and bucket
  - All-purpose cleaner
  - Ladder
  - Sandbags
  - Portable generator
  - Tree pruner
  - Shovel, rake and wheelbarrell
  - Sheets of plywood

### Disinfecting Checklist

Maintaining a sanitary environment will be critical to preventing spread of infection. It is recommended that surfaces are disinfected at least twice a day using disinfectants in wipe or spray form. The following checklist can be used to document twice daily disinfecting of potentially contaminated surfaces and items in the environment.

Room	Surface	AM √	PM √
Bedroom	Dresser surfaces and drawer pulls		
	Headboard		
	Thermostats		
	Door knobs		
	Light switches		
	Remote controls (TV, DVD, Stereo, games)		
	Telephone handsets and dial pads		
	Trash bins are sprayed and liners replaced		
Common Areas	Door Knobs		
	Light switches		
	Remote controls (TV, DVD, Stereo, games)		
	Table surfaces		
	Chair backs		
	Cabinet doors		
	Thermostats		
	Drawers		
	Telephone handsets and dial pads		
	Computer keyboards		
	Printer panel/switches		
	Fax machine		
	Handrails		
	Lamp switches		
	Hand disinfectant dispensers		
	Trash bins are sprayed and liners replaced		
Kitchen	Door knobs/levers		
	Telephone handsets and dial pads		
	Chair backs		
	Cabinet doors		
	Drawer fronts/handles		
	Water faucets		
	Ventilation hood knobs		
	Stove control knobs (range and oven)		
	Microwave panel		
	Oven door handle		
	Refrigerator handles		
	Countertops		
	Dishwasher panel/controls		
	Water cooler knobs		
	Food processor/grinder controls		
	Coffeemaker controls		
	Disposal switch		

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	Trash bins are sprayed and liners replaced		
Room	Surface	AM √	PM √
Bathroom	Door knobs/levers		
	Sink faucets		
	Light/fan switches		
	Shower/tub faucets		
	Vanity/sink		
	Toilet seat		
	Toilet flush handle		
	Medicine cabinet handle		
	Linen closet knob/lever		
	Blind or shade controls		
	Handrails/Grab bars		
	Tub seats		
	Handheld shower head		
	Soap dispenser		
	Lotion dispenser		
	Toilet brush handle		
	Trash bins are sprayed and liners replaced		
Office Area	Door knobs/levers		
	Telephone handsets and dial pads		
	Water cooler knobs		
	Cabinet doors		
	Drawer fronts/handles		
	Water faucets		
	Telephone handsets and dial pads		
	Computer keyboards		
	Printer panel/switches		
	Fax machine		
	Handrails		
	Lamp switches		
	Hand disinfectant dispensers		
	Telephone handsets and dial pads		
	Microwave panel		
	Copy machine panels		
	Refrigerator handles		
	Countertops		
	File cabinet handles		
	Coffee machine controls		
	Trash bins are sprayed and liners replaced		
Vehicle	Steering wheel		
	Interior door handles		
	Arm rests		
	Radio controls		
	Control arms (directional/lights/wipers)		

## **Evacuation and Sheltering**

### **Why talk about evacuation?**

At any time of the year, at any time of the day or night, a disaster or threat of a disaster could force people to leave their homes, offices, and schools or even the community in which they live. People evacuate a dangerous place to go to a safer place, and they usually need to act in a hurry. Preparing before an emergency by learning about the community's warning systems, Seven Hill's alert system and evacuation routes and by making evacuation plans and discussing them with participants and one's own household members is the best way to be ready in case an evacuation is necessary. Making plans at the last minute can be upsetting, create confusion, and cost precious time.

### **Why talk about sheltering?**

Sometimes, a disaster or threat of disaster mandates that people find shelter in their home or in whatever building they happen to be. Seven Hills may mandate that specific homes relocate to a congregate setting where supervision and supplies are more readily available. Safe shelter requires having a safe place to go and having the time to get there. It is important to know which room to shelter in and what to do to stay safe while there. At other times, people are forced to evacuate the immediate area, or even the entire region, and to shelter at public facilities. Knowing in advance what to expect and preparing for all sheltering scenarios will make sheltering experiences safer and more comfortable.

### **Evacuation**

- **Keep listening to local radio or television stations.**
  - **Keep in touch with your Seven Hills Supervisor and with [www.sevenhillsstaff.org](http://www.sevenhillsstaff.org) to learn the latest information from the agency and expectation for evacuation or sheltering in place**
  - **If agency authorities tell you to evacuate immediately, grab essentials and go.**
  - **Notification of participant's family members and guardians will be made after you have arrived at your destination. Your supervisor will assist and ensure the funding source is similarly notified.**
  - **If you have more time, prepare the home you are evacuating.**
1. Put your Disaster Supplies Kit in your vehicle or by the door
  2. Bring things indoors. Lawn furniture, trash cans, grills, garden equipment, bird feeders, clotheslines, hanging plants, and any other objects that may be blown around or swept away should be brought indoors.
  3. Look for potential hazards. Look for objects in trees and around your property that could blow or break off and fly around in strong winds. Cut these objects off and store them indoors until the storm is over. If you have not already cut away dead or diseased branches or limbs from trees and shrubs, leave them alone. Local rubbish collection services will not have time before a major storm to pick anything up.
  4. Turn off electricity at the main fuse or breaker, and turn off water at the main valve.
  5. Leave natural gas on, unless local officials advise otherwise, because you will need it for heating and cooking when you return home. If you turn gas off, a licensed professional is required to turn it back on, and it may take weeks for a professional to respond. If you do not know how to do this contact maintenance.
  6. If strong winds are expected, cover the outside of all the windows of your home. This would be the responsibility of maintenance if elected. Use shutters that are rated to provide significant protection from windblown debris, or put pre-fit plywood coverings over all windows.
  7. If flooding is expected, maintenance may consider using sand bags to keep water away from your home. This would be the responsibility of maintenance if elected-your responsibility is to the participants you support. It takes two people about one hour to fill and place 100 sandbags, giving

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you a wall one-foot (0.3-meter) high and 20-feet (6-meters) long. Make sure you have enough sand, burlap or plastic bags, shovels, strong helpers, and time to place them properly.

- **If you are in an area that is being evacuated: Evacuate immediately if told to do so by authorities.** Authorities do not ask people to leave unless they conclude that lives may be in danger.
- **Listen to a local radio or television station and follow the instructions of local emergency officials.** Local officials know the most appropriate advice for your particular situation.
- Ensure everyone is **wearing long pants, long-sleeved shirts, and sturdy shoes.** The most common injury following disasters is cut feet.
- **Lock the home.** Secure the home as you normally would when leaving for an extended period.
- **Use travel routes specified by local authorities.** Since certain areas may be impassable or dangerous, avoid shortcuts. Do not drive through moving water. Barriers are placed for your safety; if you come upon a barrier, follow posted detour signs. **If you have only moments before leaving, grab your Disaster Supplies Kit and go.**

### **Prepare to be self-sufficient for at least three days.**

Taking shelter, having a safe place to go and having the time to get there, are often a critical element in protecting yourself and your household in times of disaster. Sheltering can take several forms. Sheltering-in-place is appropriate when conditions require that you take protection in your home, place of employment, or other location where you are when a disaster strikes. How and where to shelter-in-place depend entirely on the emergency situation. For instance, during a tornado warning you should go to an underground room or a “wind safe” room, if such a room is available. During a chemical release, on the other hand, you should take shelter in a room above ground level..

### **Shelter-in-Place/Fallout Shelter**

**In case of a chemical attack, take shelter on an upper floor** in an interior space without windows if possible. Seal the space using plastic sheeting and duct tape. Ten square feet of floor space per person will provide sufficient air to prevent carbon dioxide buildup for up to five hours. Local officials are unlikely to recommend the public shelter in a sealed room for more than 2-3 hours because the effectiveness of such sheltering diminishes with time as the contaminated outside air gradually seeps into the shelter.

**In case of nuclear attack, take shelter from fallout radiation below ground** in an interior space without windows if possible. Put as much heavy, dense material between you and the outside as possible. Taking shelter may also be longer term, as when you stay in your home for several days without electricity or water services following a winter storm. “Shelter” also refers to a place where people displaced by a disaster are housed and fed by an organization like the American Red Cross. The following information pertains to long-term, in-place sheltering.

### **Long-Term Sheltering at Home or at a Congregate location**

Stay put until authorities say you can leave. Sometimes, disasters make it unsafe for people to leave their location for extended periods. Winter storms, floods, and landslides may isolate individual households and make it necessary for each household to take care of its own needs until the disaster abates, such as when snows melt and temperatures rise, or until rescue workers arrive. Your household should be prepared to be self-sufficient for at least three days if cut off from utilities and from outside supplies of food and water. Being prepared for two to three weeks is safer.

### **If you are sheltering at home, you should:**

- Stay in your shelter until local authorities say it is safe to leave. The length of your stay can range from a few hours to two-three weeks.



## Seven Hills Foundation and Affiliates

- Maintain a 24-hour communications watch. Take turns listening to local radio or television stations. Listen to battery-operated radio or television for local news updates for short periods of time to preserve the batteries.

### **Post-Disaster Safety: Staying Safe After a Disaster**

- **Stay alert to hazards.**
- **Do not use candles.**

After a disaster occurs, you may be in your home, in a public shelter in your community, or far away from your home. No matter where you are, it is probable that many other people are experiencing what you are going through. You will be glad that you and the other members of your household made a plan and practiced it. **No matter where you are after a disaster, you should:**

- **Remain calm and patient.** Staying calm and patient will help you move safely and avoid delays or accidents caused by irrational behavior. Many people will be trying to accomplish the same things you are for the safety of their families. Patience will help everyone get through a difficult situation more easily.
- **Listen to a local radio or television station** for news and instructions. Local authorities know the most appropriate advice for your community's particular situation.
- **Check for injuries.** Give first aid and get help for seriously injured people. Taking care of yourself first will allow you to help others safely until emergency responders arrive.
- **Help people who require special assistance**—infants, elderly people, those without transportation, large families who may need additional help in an emergency situation, people with disabilities, and the people who care for them.
- **Use your Disaster Supplies Kit.**

**If you are at home, or when you return to the home, you should:**

- **Wear a long-sleeved shirt, long pants, and sturdy shoes.** Disaster areas and debris contain many hazards. The most common injury following disasters is cut feet.
- **Check for damage in the home.** Disasters can cause extensive damage, sometimes in places you least expect. Look carefully for any potential hazards.
- **Use battery-powered lanterns or flashlights** when examining buildings. Battery powered lighting is the safest and easiest and does not present a fire hazard for the user, occupants, or building.
- **DO NOT USE CANDLES.** Candles can easily cause fires. They are quiet and easily forgotten. They can tip over during earthquake aftershocks or in a gust of wind.
- **Look for fire hazards,** such as broken or leaking gas lines, flooded electrical circuits, or submerged furnaces or electrical appliances.
- **Check for gas leaks.** If you smell gas or hear a blowing or hissing noise, open a window and get everyone outside quickly. Turn off the gas at the outside main valve if you can, and call the

gas company from a neighbor's home. If you turn off the gas for any reason, it must be turned back on by a professional.

- **Look for electrical system damage.** If you see sparks or broken or frayed wires, or if you smell burning insulation, turn off the electricity at the main fuse box or circuit breaker. If you have to step in water to get to the fuse box or circuit breaker, call an electrician first for advice. Electrical equipment should be checked and dried before being returned to service.
- **If you have no electricity, take precautions to keep food safe.**
- **Check for damage to sewage and water lines.** If you suspect sewage lines are damaged, avoid using the toilets and drains and call a plumber. If water pipes are damaged, contact the water company and avoid using water from the tap.
- **If your tap water is not working or is not safe, ensure that you drink only clean water.**
- **If you need to dispose of sewage, ensure that you do it properly**
- **Clean up spills immediately.** Especially important to clean up are spilled medicines, bleach, gasoline, and other flammable liquids.
- **Watch for loose plaster and ceilings that could fall.**
- **Take pictures of the damage,** both of the building and its contents, for insurance claims.
- **Let your family members and guardians as well as funding Source (e.g., DMR) know that home has been reopened, and then do not use the telephone again during the emergency period unless it is to report a life threatening emergency.** Telephone lines are frequently overwhelmed in disaster situations. They need to be clear for emergency calls to get through.
- **Make sure you have an adequate water supply in case service is cut off.** Water is often contaminated after major disasters.
- **Stay away from downed power lines and report them immediately.** Getting damaged utilities turned off will prevent further injury or damage. If you see downed power lines, set out a flare and stay on the scene to warn others until authorities arrive if possible.

### **Emergency Food Supplies**

To best prepare for an emergency of any type, it is important to have adequate food and water supplies on hand. Stockpiling certain types of non-perishable and stable food stuffs is an important protection to ensure the people we support have access to meals during critical or emergency situations. It is possible that grocery stores could run short of food supplies if their delivery or supply chains experience problems (e.g., pandemic affects truckers, warehouse workers, farmers). In this worse case scenario, it makes sense to have food on hand to alleviate concern or panic by staff or people supported.

Non perishable foods are those foods with a long shelf life. This includes canned goods, some dried foods such as nuts and fruits, foods that come in jars, spring water, powered milk, crackers, cookies, prepackaged food such as juice boxes, single serve puddings or applesauce and other food that does not require refrigeration and has a shelf life date marked on its packaging.

How much food should be stockpiled? It is generally advisable to have sufficient food to provide three meals a day for a period of 3 weeks for each person. This is not to say that this quantity of food should be stored in your pantry at this point in time but rather as a reminder to pick up a few additional canned goods or non-perishable items during each shopping trip. Should an emergency situation be imminent, Seven Hills will declare a level of alert commensurate with the circumstance at hand. This will provide adequate notification to employees to purchase supplemental canned and non-perishables to allow three meals per day for each person supported for 21 days.

**Safe Handling of Canned Goods:** In the event of an extreme emergency that includes a sustained loss of electricity, fresh foods in the freezer or refrigerator will need to be prepared and consumed quickly or stored in a location that has electric power, perhaps from a generator.

It is recommended that canned goods be available in ample supply in homes operated by Seven Hills. Canned goods can supplement or replace fresh foods for periods of time during emergency situations as they can be consumed without heating/cooking. Some homes, weather depending, will have the option of heating/cooking food using a propane grill. It is likely that during a sustained period of time with no power, individuals supported will be relocated to a site where electricity/power will be available. However such relocations may take some time to execute and require that meals of canned goods be served for one or more meals.

Please review the following information that pertains to canned foods and review the list of canned goods that homes should consider as they begin to purchase and replenish supplies of canned goods for use during an emergency. Canned goods should be purchased based on the known preferences of participants to make potential meals of canned goods as palatable as possible, it is also likely that canned goods will be consumed in advance of an emergency (and replenished) according to the dating on various cans.

Seven Hills employees should keep in mind that preparation for a potential emergency is important in every household, not just homes operated by Seven Hills. Employees should ensure their own homes have sufficient supplies in the event of emergency.

**Canned Foods:** Canning is an important, safe method of food preservation if practiced properly. The canning process involves placing foods in jars or cans and heating them to a temperature that destroys microorganisms that could be a health hazard or cause the food to spoil. Canning also inactivates enzymes that could cause the food to spoil. Air is driven from the jar or can during heating, and as it cools, a vacuum seal is formed. This vacuum seal prevents air from getting back into the product bringing with it microorganisms to re-contaminate the food.

**Purchasing canned goods** Buy cans and jars that look perfect. Carefully check dented cans and jars for leakage and rust before buying. Cans and jars should be free of dents, cracks or bulging lids, which can indicate a serious food poisoning threat. Dusty cans or torn labels may indicate old stock. Also check for pull dates.

**Product Dating:** Dates on product packages recommend purchase or "use-by" dates. They are not safety dates. Product dating is voluntary and not required by federal regulations (except for infant formula and some baby foods).

Since product dating is voluntary by federal regulations, a retailer may legally sell foods beyond the date on the package as long as the product is wholesome. However, it is not legal to alter, change or cover up a date on a product packaged under federal inspection. The product may continue to be offered for sale but the expired date must remain visible to the consumer.

### **Types of Dates**

1. A "sell-by" date tells the store how long to display the product for sale. You should buy the product before the date expires to have sufficient time to use it at best quality.
2. A "best if used by" date is recommended for best flavor or quality. It is not a purchase or safety date.
3. A "use-by" date is the last date recommend-ed for the use of the product while at peak quality and has been determined by the manufacturer of the product.
4. "Closed or coded dates" are packing numbers for use by the manufacturer to rotate the stock as well as to locate their products in the event of a recall.

**Storage of canned goods** Storage does not improve the quality of any food. The quality of a food will not decrease significantly if stored properly and if the food is eaten within the recommended time frame. For best results in maintaining product quality, practice the rule, FIRST IN, FIRST OUT. This means you use the oldest products first. A good practice in the home is to place the newly

purchased cans in back of the same products already on the shelf. For best quality, use home canned foods within one year, and commercially processed cans within two years.

Storage cabinets should be cool and dry. The best temperature for storing canned foods is between 50 °F and 70 °F. Avoid storing canned foods in a warm place near hot pipes, a range or furnace, or in direct sunlight. Storage time decreases significantly when temperatures are above 75 °F. Keep canned goods dry to prevent cans or metal lids from rusting, which may cause cans to leak and food to spoil.

**Recommended Storage for Unopened Canned Foods in a Cool, Dry Pantry:** High-acid canned food: 12 to 18 months Juices (apple, orange, tomato, etc.), tomatoes, grapefruit, apple products, mixed fruit, berries, pickles, sauerkraut and vinegar-based products. Low-acid canned foods: 2 to 5 years Meat and poultry products, vegetable soups (except tomato), spaghetti products, potatoes, corn, carrots, beans, beets, peas, pumpkins, etc.

**Cooking of canned goods** Commercially canned foods can be safely eaten straight from the can as long as the container is intact. Don't taste or use canned foods that show any signs of spoilage. Look closely at all cans before opening them. A bulging lid or leaking can is a sign of spoilage. When you open the can, look for other signs such as spurting liquid, an off odor or mold. Spoiled canned foods should be discarded so they will not be eaten by humans or pets. Remember that once a can is opened, it becomes perishable and should be refrigerator-stored or cooked properly and then stored in the refrigerator if you are not going to eat it right away.

**Leftovers:** Don't taste leftovers to determine if they are safe to eat. If in doubt, throw it out. Discard outdated, unsafe or questionable leftovers. Place them in the garbage disposal or in tightly wrapped packages that cannot be consumed by people or animals.

## **Emergency Food Shopping List**

### **Manual can opener (each home should have at least one manual opener)**

#### **Fruit**

Peaches  
Pears  
Applesauce  
Pineapple  
Mandarin oranges  
Dried fruit  
Nuts  
Granola  
Applebutter  
Jam/jelly  
Fruit juice

Potatoes  
Sweet potatoes  
Baked beans  
Refried beans  
Brown bread  
Fried rice  
Soup  
Crackers  
Cookies  
Snack bars (e.g., oatmeal)  
PopTarts

Spring Water (1 gal. per person per day)

#### **Meat/Protein**

Tuna fish  
Sardines  
Canned chicken  
Deviled ham  
Salmon  
Corned beef  
Vienna Sausage  
Corned beef hash  
Roast beef hash  
Beef stew  
Chili  
Chili with beans  
Beef-a-Roni  
Beans (e.g., kidney, black, Garbonza)  
Lentils & Legumes  
Peanut butter

#### **OTHER**

Paper goods (TP, PT Kleenex)  
Trash bags  
Paper plates, bowls and cups  
Ice Chest /cooler  
Matches  
Bleach  
Spray disinfectant  
Dishwashing liquid  
Flashlights/batteries  
Battery Operated radio/Batteries  
Hard wired phone

#### **Vegetables/Carbohydrates**

String beans  
Beets  
corn  
Peas  
Ravioli with cheese  
Ravioli with meat  
Mac and cheese  
Spaghetti-O's

### **Laundry Procedure**

#### **Control Measures during a Level 2 or Level 3 Alert:**

Soiled linen has been identified as a source of large numbers of pathogenic microorganisms, although the risk of actual disease transmission appears negligible. Rather than rigid rules and regulation, hygienic and common-sense storage and processing of clean and soiled linen are recommended.

Gloves should always be used when handling laundry. Protective apparel (gown/smock) can further minimize exposure. Hot water laundry wash cycles provide an effective means of destroying microorganisms and chlorine bleach provides an extra margin of safety. In addition, the temperatures reached in the dryer, on high heat, provide significant microbicidal action.

#### **Instructions:**

1. Do not let participant's laundry accumulate, launder clothes, towels and linens every other day (more frequently if contaminated/soiled with body fluids). Linen soiled with blood or body fluids should be deposited in bags that prevent leakage during transport to the laundry room/area;;
2. Do not wash a participant's clothing with anyone else's laundry
3. Ensure towels and linens are never used interchangeably, participants must own their own towels and bedding.
4. Participant's towels and bedding should be stored in their bedroom rather than in common linen closets;
5. Change and launder bedding immediately after stripping the bed, every other day;
6. Soiled linen should be handled as little as possible and with minimum agitation to prevent gross microbial contamination of the air and of persons handling the linen.
7. Soiled linen should not be pre-rinsed or soaked in a sink or laundry tub;

**NEVER OVERLOAD THE WASHING MACHINE, clothing and linen need room to move around in the tub of the washing machine in order to get properly cleaned and rinsed.**

8. **For whites and light colored laundry**, the washing machine should be set to a "low/small" cycle in order to partially fill the tub with hot water;
  - When the machine starts agitating, stop the machine add a cup (8 ounces) of chlorine bleach and laundry detergent sufficient for a large load of laundry;
  - Restart the machine allowing the machine to agitate and mix the bleach and detergent into the water;
  - Reset the wash cycle to a "large/full" load and allow the tub to fill for several minutes before adding the laundry;
9. **For dark colored clothing**, add laundry to the machine, add detergent for a large load and utilize the hot water wash setting for a "full/large" load.
10. Upon completion of the wash cycle, transfer clean laundry to the dryer and dry on high heat;

**NEVER OVERLOAD THE DRYER, clothing and linen need room to move around in the dryer in order to reach the proper temperature for microbicidal action and drying.**

- 11 Use a spray disinfectant in the participant's hamper/laundry basket and allow to air dry before placing clean laundry in the basket or returning the basket to the participant's room;
- 12 If participant uses a cloth laundry bag, this should be laundered along with the participant's other soiled laundry.

**Folded laundry should be returned to the participant's room and properly stored.**



## **Emergency Alert System for Massachusetts**

Activation of EAS within the Commonwealth of Massachusetts may be made at the request of the Governor, Director of Massachusetts Emergency Management System, The Massachusetts State Police or the National Weather Service. Such request shall be made directly to the State Primary, the alternate State Primary or Local Primary Stations of the affected operational areas.

All local broadcast and cable systems which have voluntarily joined the EAS program, monitor the State Primary, State alternate facilities and National (NOAA) radio.

<b>State Primary Facility:</b>	<b>WBMX Radio, Boston</b>	<b>98.5 FM</b>
<b>State Alternate Facility:</b>	<b>WBZ Radio, Boston</b>	<b>1030 AM</b>

### **Local primary Facilities:**

Greater Boston	WBMX Radio, Boston	98.5 FM
Northeastern	WQRS Radio, Lawrence	_____
	Lawrence (WQSX)	93.7 FM
	Salem (WESX)	1230 AM
	Methuen (WCCM)	1490 AM
Southeastern	WPLM Radio, Plymouth	99.1 FM
		1390 AM
		95.9 FM
Cape and Islands	WQRS Radio, Barnstable	99.9 FM
Central	WSRS Radio, Worcester	96.1 FM
	WORC	1310 AM
	WWFX	100.1 FM
Connecticut River Valley	WHYN Radio, Springfield	560 AM
Berkshires	WBEC Radio, Pittsfield	105.5 FM